

Pass it on...

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

[Join now](#) and get involved!

Picture: The park in Autumn

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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 & contact details with anyone who is new to the borough.

### ➔ GP Online Services Survey

Online GP consultation services make accessing your GP and surgery easier.

The NHS wants to improve these services across North West London and to do this they need to know how they've been working for you so far. Which parts of the service are important to you, what doesn't work well and can they make things better?

Healthwatch Hammersmith & Fulham are working together with the other local Healthwatches (Brent, Ealing, Harrow, Hillingdon, Hounslow, Kensington and Chelsea or Westminster) and the Clinical Commissioning Groups in North West London to promote and share the NHS survey.



What is your experience of online services?

To complete the short survey, please go to Healthwatch Hillingdon's website or scan the QR code on the newsletter final page.

The survey will stay open for nine weeks, the closing date is Wednesday 5<sup>th</sup> January 2022. ➔ [More](#)

“ NHS 111 were fast and efficient. ”

Join us today and have your say!

### ➔ 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.

The Committee advises and supports the Healthwatch H&F staff team with projects, such as our patient experience programme and research projects.



We work to improve local health and care services

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  $\frac{3}{4}$  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 please submit your application through our Volunteer Hub. ➔ [More](#)

To find out more, contact the office:

☎ 020 3886 0386

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

## ➔ Boost Your Immunity This Winter

Viruses spread more easily during the winter when people spend more time together indoors. Both flu and Covid-19 can be life threatening, but you can protect yourself and your loved ones by getting a flu jab, a Covid-19 vaccination and/or a booster if offered.



The vaccines will boost your immunity

The vaccinations will boost your natural immunity and are the most effective way to protect people from these viruses. They are also completely free of charge.

Those who are eligible will be contacted by letter or text to let them know which vaccines are available to them. Who is eligible to receive the free flu vaccine:

- People aged 50 and over.
- People with long term health conditions.
- Pregnant women.
- Parents of 2-16-year olds.
- Carers.
- Frontline health and social care workers.

The booster vaccines are being extended to everyone aged 18 and over and people aged 16 and over with a severely weakened immune system.

The length of time between the second and the booster jab has been reduced to 3 months.

12-15-year-olds will also be offered a second vaccine.

These plans are in the process of being implemented and people are being asked to wait to be contacted by the NHS. Find out more online. ➔ [More](#)

There is a big push for vaccines - there have been several pop-up clinics at the H&F council's building on King Street within the last couple of weeks - waiting on confirmation on further dates.

10 pharmacies in H&F are currently offering 1<sup>st</sup>, 2<sup>nd</sup> and booster doses.

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. It is open weekdays 8am to 4pm. During Christmas, the centre will be closed on Monday 27<sup>th</sup> and Tuesday 28<sup>th</sup> December 2021, and on Monday 3<sup>rd</sup> January 2022.

For the latest on Covid-19, visit Healthwatch Hammersmith & Fulham's webpage. ➔ [More](#)

## New Restrictions in Place...

With the new Omicron variant, new restrictions have been put in place. Face coverings must be worn in shops and on public transport.



Wear a mask in shops and on public transport

Anyone who comes into contact with someone who has been infected with the Omicron variant will need to self-isolate even if they are fully vaccinated. All international arrivals will need to take a test (either lateral flow or PCR) within 48 hours before their departure and a PCR test within 48 hours after their arrival to the UK. They also need to self-isolate until they have a negative test result.

If you have been in a country or territory on the red list in the 10 days before you arrive in England, you will only be allowed to enter the UK if you are either a British or Irish National or have residence rights in the UK. ➔ [More](#)

“The Practice nurse was very caring.”

Join us today and have your say!

### ➔ Community-Based Palliative Care Review

Local people across North West London are to be asked what is important to them as the NHS and its partners look to develop a community-based specialist palliative care service that delivers 'high quality care' and 'excellent patient experience'.

Palliative care in general is the care and support given to individuals with advanced, progressive, and/or incurable conditions (such as cancer, heart failure and lung disease). The aim is to provide these individuals and their families with the best possible quality of life we can, managing pain and other symptoms in the last weeks, months, or years of their lives.

By community-based specialist palliative care, we are referring to settings where a specialist level of palliative care is delivered that is not within a hospital or from a GP surgery. Examples include hospice beds, community specialist palliative care nursing team, hospice day and outpatient services, hospice@home (in patient's own home).



Providing the 'best possible care'

Robyn Doran, Borough Director for Brent Integrated Care Partnership who is leading on the review for the North West London Integrated Care System, said "We have some excellent services and committed partners in North West London and we want to build on this excellence. We do, however, have variation in quality and level of service across North West London and they don't reach all residents. This cannot continue in the future." ➔ [More](#)

“I wish mum's home was a little closer.”

Join us today and have your say!

### ➔ West London Lung Health Checks

Lung Health Checks is a free service for people aged between 55 and 74 who are current or ex-smokers and are registered with a following GP surgery in Hammersmith & Fulham:

- 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)



Is it time to get a lung health check?

The checks are conducted remotely via the telephone and scans are taking place at the Royal Brompton Hospital and at mobile scanner sites.

Find out more on the website. ➔ [More](#)

“Staff have a great sense of humour.”

Join us today and have your say!

### ➔ Temporary Relocation of Western Eye Services

Following an expert review of fire safety at the vacant Samaritan Hospital, adjacent to the Western Eye Hospital, Imperial College Healthcare have taken the precaution of relocating some services from the Western Eye Hospital while a detailed investigation and remedial work takes place. ➔ [More](#)

## ➔ Digital Diabetes

Age UK H&F is running a Digital Diabetes service in collaboration with Know Diabetes.

Digital Diabetes offers a free service to help more people become digitally included by using the Know Diabetes app and website where they can learn about diabetes, track progress with access to your health record and get advice and tips.

The service also includes tailored training on all things “digital” from how to set up and use Email, WhatsApp, Zoom and more.

Digital skill sessions are provided on a one-to-one basis, using any type of device (laptop, tablet, smartphones etc) giving learners the opportunity to learn at their own pace.



Supporting better self-management

It endeavours to support people with diabetes to have better health outcomes, improved self-management and increased peer support.

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

Join us today and have your say!

It aims to improve mental well-being including reductions in social isolation and being able to access virtual group consultation, and to improve knowledge of available services including public health and community programmes.

To get involved, simply call, email, or use the referral form to book an appointment. ➔ [More](#)

☎ 020 7386 9085 or ✉ [digital@ageukhf.org.uk](mailto:digital@ageukhf.org.uk)

## ➔ Survey - Diabetes in Ethnic Communities

Richard Wayoe, Health Equalities Programme Manager at Central London Community Healthcare NHS Trust (CLCH) writes:

“I am managing a project examining access to our services. A key issue we observe is with our diabetes services.



Complete the survey, it takes a few minutes!

Despite the high-risk factor of developing diabetes in Black communities, we unfortunately see reduced usage from these groups. A concern is that there may be issues around access.

### Our Survey...

In collaboration with people with lived experience of diabetes, the CLCH Diabetes Project has developed a 10-minute survey to examine the experiences of people of Black heritage and the challenges they may face in accessing healthcare.

We would also like to know what needs to change in order to make healthcare services more appropriate for Black communities.”

The survey is available now. ➔ [More](#)

### We want to hear your stories!

If you have recently experienced a local diabetes service, we want to hear your stories, good and bad. Contact the Healthwatch office, in confidence.

“ Getting physiotherapy has been a big help. ”

Join us today and have your say!

## ➔ The King's Fund on Waiting List Inequality

New analysis from The King's Fund shows that people living in the most deprived areas in England are nearly twice as likely to experience a wait of over one year for hospital care than those in the most affluent. This includes people waiting for planned hospital treatment such as knee and hip replacements, cataract surgery and other common procedures.



Many have 'struggled to obtain information'

It shows that more than seven per cent of patients on waiting lists in the most deprived areas of the country have been waiting a year or more for treatment compared to around four per cent of those in the least deprived.

With a record 5.6 million people across the country currently waiting for hospital treatment, the analysis also shows that waiting lists are growing more quickly in deprived areas.

From April 2020 to July 2021 waiting lists have on average grown by 55 per cent in the most deprived parts of the country compared to 36 per cent in the least deprived areas.

This trend suggests that people feel safer about coming forward for treatment and are being referred for the care they need. However, the disparities in waiting times uncovered by The King's Fund are a significant concern on top of the impact of the pandemic which hit the most deprived communities hardest.

**“When my child reaches 16 the service stops.”**

Join us today and have your say!

The impact on people's health and wellbeing...

Healthwatch England adds “Our national poll of over 1,600 British adults who are currently waiting for planned treatment or who have a relative who is waiting suggests delays to treatment can take a toll on their health and wellbeing.

We found nearly half of the respondents (46%) said they or their relatives didn't receive enough information, or any at all, about when they can expect their treatment. Similarly, 48% didn't receive any support to manage their condition during their wait, while 64% had not been given a contact they could turn to while waiting for treatment.”



Those in poorer areas generally wait longer

The poll also found that:

- Over half (57%) of those whose treatment got delayed agreed that this was taking a toll on the level of pain they faced.
- 54% agreed their mental health had been affected.
- 53% said their ability to carry out household tasks had been affected.
- 42% felt that their ability to work had been affected.
- Nearly one in five people, 18%, have already gone private for treatment or are considering it.
- Going private wasn't an option for nearly one in two (47%) respondents who had their treatment delayed.
- Over half of the respondents (57%) said they or their relatives would be willing to travel to receive treatment if it reduced their waiting time.
- One in five would be willing to travel if the NHS offered support, such as accommodation (10%) and transport (10%).”

Find out more in the full article. [➔ More](#)

### ➔ Ripple Suicide Prevention

Ripple is an interactive tool designed to present a visual prompt when a person searches for harmful keywords or phrases relating to the topic of self-harm or suicide.

These phrases include any words or terminology which have been identified as displaying potentially damaging online content.

Ripple is an online 'nudge technique' which can be downloaded as an add-on for Google Chrome or Windows Edge. It gives a powerful message of hope and encouragement to resonate with the user, as well as providing a selection of mental health support resources in a range of different options.



Ripple encourages people to get support

Through Ripple, an individual feeling despair and researching harmful content will be urged to instead seek the mental health support they deserve and need in a way that works best for them. ➔ [More](#)

### ➔ Mental Health Patience Experience Survey

Healthwatch Hammersmith & Fulham wants 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 a brief form, available on the website. ➔ [More](#)

“Service with a smile at my dentist!”

Join us today and have your say!

### ➔ Hammersmith & Fulham Safe Space

The Safe Space is a local hub for anyone who feels they are nearing crisis point. They are here to listen to what you need and work with you to help. This might be strategies to help you cope in the moment, a range of activities they provide free of charge, resources to take away or connecting you with practical local services.



A local hub for those who are nearing a crisis

They offer face-to-face, telephone and video-conference support. The service is for anyone who feels they are nearing crisis, including carers.

Eligibility - service users should:

- Be aged 18 or over.
- Live in, or access a GP in Hammersmith & Fulham.
- Care for someone who lives or accesses a GP in Hammersmith & Fulham.

“Booking online is much more convenient.”

Join us today and have your say!

Ealing residents can visit the Ealing Safe Space and Hounslow residents can visit the Hounslow Safe Space.

You can either drop in between 5pm - 7pm, any day of the week (309 Lillie Road, SW6 7LL) or give them a call.

Appointments may also be booked. ➔ [More](#)



020 7471 0582

## ➔ Introducing IKWRO

IKWRO provides advice and support to Middle Eastern, North African and Afghan women and girls living in the UK, who have experienced, or are at risk of all forms of 'honour' based abuse, including forced marriage, child marriage and female genital mutilation (FGM), or domestic abuse.

They work with women and girls of all ages, including lesbian women, bisexual women and trans women and offer services in Kurdish, Farsi, Arabic, Dari, Pashto, Turkish and English.



Supporting women and girls

As well as supporting women and girls directly, they offer advice and training for professionals from the statutory and voluntary sectors, to better understand the needs of the women and girls they represent, the types of abuse they experience and to provide best practice prevention and support services. To find out more, get in touch or visit the website. ➔ [More](#)

☎ 020 7920 6460

✉ [training@ikwro.org.uk](mailto:training@ikwro.org.uk)

## ➔ 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](#)

“My booster jab was quick and painless!”

Join us today and have your say!

## ➔ Become a Dementia Friend

A Dementia Friend is somebody that learns about dementia so they can help their community.

Too many people affected by dementia feel that society fails to understand the condition they live with. Dementia Friends help by raising awareness and understanding, so that people living with dementia can continue to live in the way they want.

Dementia Friends help people living with dementia by taking actions - both big and small. These actions don't have to be time-consuming. From visiting someone you know with dementia to being more patient in a shop queue, every action counts! Dementia Friends can also get involved with things like volunteering, campaigning, or wearing a badge to raise awareness. ➔ [More](#)



Anyone can be a Dementia Friend!

Who can be a Dementia Friend? Everyone! Dementia Friends is open to anyone who wants to help people with dementia in their community. ➔ [More](#)

Healthwatch is now part of the Hammersmith & Fulham Dementia Action Alliance. Find out more about the alliance on the website. ➔ [More](#)

## ➔ Introducing Qwell

Qwell offers online emotional wellbeing and mental health support that provides a safe and confidential space to share experiences and gain support from community and qualified professionals.

Access to Qwell is immediate. There is no need for a referral, no waiting lists and the service is available 24/7. Their live counselling allows service users to receive support through either booked or drop-in sessions as and when a session is required. Their qualified practitioners have experience in working with adults from a wide variety of backgrounds. Find out more online. ➔ [More](#)



### ➔ Christmas Day Meal Delivery for Residents 60+

Due to Covid-19 it won't be possible to hold the Big Christmas Day Lunch event at an indoor venue this year. But H&F Council is partnering with local charity UNITED in Hammersmith & Fulham ([unitedhf.org](http://unitedhf.org)) to deliver a Festive Meal and a gift bag to 700 lonely or isolated people.



700 meals will be delivered to those in need

The meal will be prepared and delivered by the team at The Smile Brigade ([thesmilebrigade.org](http://thesmilebrigade.org)). The Smile Brigade have been providing hundreds of meals a day to those shielding during the Coronavirus outbreak.

The meal is completely free of charge. All you need to do is choose whether you would like it delivered hot, chilled, or frozen.

You can have your meal delivered on a choice of four days (Tuesday 21<sup>st</sup>, Thursday 23<sup>rd</sup>, Friday 24<sup>th</sup> or Saturday 25<sup>th</sup> December).

Deliveries take place between 12 noon and 5pm. Due to high demand for the service we cannot guarantee a delivery time for you. Closing date for applications is Friday 17<sup>th</sup> December 2021 and we aim to confirm your delivery by Monday 20<sup>th</sup> December 2021.

To book the meal delivery, go to the H&F Council's website or call H&F CAN. ➔ [More](#)

☎ 0800 145 6095 (Monday to Sunday 8am to 6pm)

Donations are welcome. ➔ [More](#)

“We can't praise our key worker enough.”

Join us today and have your say!

### ➔ Introducing FoodCycle

FoodCycle is a charity that collects food that would have otherwise gone to waste and makes it into a healthy three course vegetarian meal for the local community, completely for free.

They are putting on a meal every Saturday afternoon at Our Lady of Fatima Catholic Church on Commonwealth Avenue in White City. Everyone is welcome, and there is no referral process. Their purpose is to try and create a positive environment that brings communities together, rather than just serving a meal.

Their meals on Saturdays are a chance for people to meet and socialise with people in their local community and have a fun evening.



Drop in for a well cooked and presented meal

They do table service for their guests, encourage volunteers to sit down and join the meal, and make sure everything is presented nicely (from the food to the tables). Find out more online. ➔ [More](#)

“I need to be recognised as a carer.”

Join us today and have your say!

### ➔ Department of Health & Social Care Updates

The Department of Health & Social Care issues regular updates about adult social care. To join their mailing list get in touch:

✉ [news@dhsc-mail.co.uk](mailto:news@dhsc-mail.co.uk)

You can also view their YouTube channel. ➔ [More](#)

## ➔ The Dementia Guide

Have you recently been diagnosed with dementia?

Get your copy of the latest version of the dementia guide from the Alzheimer's Society. It also provides helpful information for anyone taking on a caring role.

You will learn more about dementia and the treatments, support and services that are available. You'll find information about how you can live as well as possible with dementia and about making plans for the future.



Advice and tips from the Alzheimer's Society

The guide 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

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- ➔ Busiest November ever as new figures show pressures on NHS staff ➔ [More](#)
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- ➔ People 40 and over to get their lifesaving booster job three months on from second dose ➔ [More](#)
- ➔ Social workers going into care homes must be vaccinated against Covid, government decides ➔ [More](#)
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- ➔ Record high patient numbers completing NHS treatment for common mental illness ➔ [More](#)
- ➔ Cap on care costs 'will do little for less well off' following government change ➔ [More](#)
- ➔ More people with diabetes set to benefit from blood sugar monitors as NHS roll-out succeeds ➔ [More](#)
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- ➔ NHS chief announces next steps for local health systems ➔ [More](#)

Are you a resident in Northwest London?

# HAVE YOUR SAY

What is your experience of online GP services?



Needs  
improvement



Okay



Perfect

**NHS**

North West London  
Collaboration of  
Clinical Commissioning Groups

**healthwatch**



<https://healthwatchhillington.org.uk/OC>