

**Healthwatch Hammersmith & Fulham Newsletter, June 2021  
(Text Only Version)**

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### **New Story: Patient Experience Survey**

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run.

Your experiences are important and can help to inform the commissioners and service providers.

Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing our survey, available now on the website. [👉 More](#). Story End.

### **New Story: Insight and Reports**

Thanks to your feedback, we are able to produce a detailed report every three months, outlining the general experience of local services including GPs, Dentists, Hospitals and Social Care. The reports measure satisfaction over time and examine what works well, and what could be improved.

In addition, we have produced in-depth reports on the experience of Pharmacies and Dentists, with important findings highlighted and recommendations made.

All reports are shared with service commissioners and providers - this helps to ensure that local health and social care services best meet local needs.

Find out more on the website. [👉 More](#). Story End.

### **New Story: Volunteer Opportunities**

Healthwatch Hammersmith & Fulham is always on the lookout for volunteers, especially from the local community.

A range of opportunities is currently available, including Engagement Volunteers, who collect feedback about local services, and Administrative Volunteers, who assist with general office based duties.

Volunteering is fun and rewarding - meet new people, learn new skills, and help us to improve services at the same time. You can volunteer as much or as little as you want.

## Who can volunteer?

To volunteer with us, you must either reside within Hammersmith & Fulham or be a service user of health and social care within the borough and over the age of 16 years.

We believe that everyone is unique and has something valuable to contribute, from sharing life experiences, skills and knowledge, to untapped talent and the willingness to make a real difference to society. You do not need any qualifications to volunteer with us. Just a willingness to listen, an open mind and a desire to raise the voice of local people.

To find out more about volunteering, contact the office or visit the website. [👉 More](#). Story End.

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### **New Story: Aged 30 or Over? Get Your Covid-19 Vaccine!**

Hammersmith & Fulham residents aged 30 or over (or at high risk from Coronavirus) can now get a Covid vaccination jab without needing an invitation from their GP. Eligible frontline health workers and social care workers of any age can also receive the vaccine.

There are now several ways to arrange your vaccine.

You can book your vaccination appointment online.

You can call 119, free of charge (7am to 11pm, seven days a week) to book your appointment.

Or, if you are eligible, you can walk in to the Novotel hotel NHS mass vaccination centre in central Hammersmith - no appointment is needed.

The walk-in services are open 9am-7pm. If you walk-in, you will need to bring proof of age, your name and address and your NHS number (if you don't have your NHS number you can still walk-in). You cannot walk-in to get your 2<sup>nd</sup> dose vaccination - these must be booked via the NHS in advance.

Walk-in services are dependent on availability and it is possible you will be asked to return at a later date if supplies run out on a particular day. So you may prefer to book to guarantee a vaccine slot.

You can also book your appointment to receive the jab at smaller vaccination clinics held in White City and Hammersmith Grove. [➡ More](#). Story End.

### **New Story: Covid-19 Vaccine - Benefits Outweigh Risks**

The UK vaccination programme has been very successful with more than 30 million people vaccinated and more than 6,000 lives already saved.

Recently there have been reports of a rare condition involving blood clots and unusual bleeding after vaccination. This is being carefully reviewed but the risk factors for this condition are not yet clear.

Although this condition remains extremely rare there appears to be a higher risk in people shortly after the first dose of the AstraZeneca (AZ) vaccine. Around 4 people develop this condition for every million doses of AZ vaccine doses given.

This is seen slightly more often in younger people and tends to occur between 4 days and 2 weeks following vaccination. This condition can also occur naturally, and clotting problems are a common complication of Covid-19 infection.

An increased risk has not yet been seen after other vaccines but is being carefully monitored.

In those aged 18-29, an alternative vaccine will be offered when the time is right for vaccinating this group, and GPs will ensure the appropriate vaccine is offered, and any questions are answered.

The Department of Health website contains answers to frequently asked questions.

[➡ More](#). Story End.

## **New Story: 'Speak CAMHS' Crisis Helpline**

'Speak CAMHS', a new specialist helpline, is available for anyone to discuss mental health concerns they have about children and young people, under 18, living in Ealing, Hounslow and Hammersmith & Fulham. The name was chosen by young people.

The helpline is run by Child and Adolescent Mental Health Services (CAMHS) professionals from West London NHS Trust, who are familiar with local services and have a range of specialist mental health knowledge.

The helpline is available to anyone, this includes children and young people, their families, carers, CAMHS colleagues, and other professionals, such as GPs, social workers and teachers.

The helpline aims to support children and young people to utilise their safety plan, which they may have formulated with their community or other specialist care teams, in order to minimise any potential risk issues.

The purpose of the helpline is to avoid and de-escalate periods of crisis for children and young people, reducing visits to emergency departments and avoiding admissions to psychiatric hospital.

To contact Speak CAMHS, call 0800 328 4444 and choose Option 2. The helpline is open Monday to Friday from 8am to 11pm. Weekends and Bank holidays from midday to 8pm. ➡ [More](#). Story End.

## **New Story: Introducing YoungMinds**

YoungMinds are the UK's leading charity supporting children and young people's mental health.

It takes courage to ask for help. But for many young people who do, the support they need just isn't there. To help address this they have developed three 'programmes':

### **Never Alone**

They will provide young people with reassurance and advice to help them make positive choices for their mental health and know what to do next if they are struggling.

## Someone to Turn To

Whenever a young person opens up about their mental health to an adult they trust, they should be able to find someone who really 'gets it' and can respond positively.

## Powerful Young Voices

A youth-led movement will help to make sure support is targeted, and there for anyone who needs it.

Alex, Youth Panel Member says "I'm proud that YoungMinds genuinely uses the voice of young people to guide their approach as a charity and change the misconceptions around mental health."

Find out more on the website. [👉 More.](#) Story End.

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### New Story: Bowel Cancer Awareness

A message from our colleagues at Bowel Cancer UK:

"Every 15 minutes somebody is diagnosed with bowel cancer in the UK. It can affect anybody, regardless of their age or background. It's treatable and curable especially if diagnosed early, and nearly everyone survives if diagnosed at the earliest stage.

However this drops significantly as the disease develops. More than 16,000 people die from bowel cancer in the UK every year.

Our new survey results show that too many people remain unaware of the signs they could have bowel cancer.

They show that around half of adults living in the UK (42%) are not aware of any symptoms of bowel cancer, despite it being the UK's second biggest cancer killer.

Covid-19 has sadly had a huge impact on bowel cancer services, which were already stretched before the crisis.

The number of people referred, diagnosed and treated for the disease has gone down significantly because of the pandemic and this devastating effect is likely to take months or even years to recover.

We're all in this together, we hear you, we're listening and we will provide help and support for you at every step of the way.” 🏠 [More](#).  
Story End.

### **New Story: Maternity Champions**

The Maternity Champions offer support to parents-to-be and new parents before and after birth.

It is run in Old Oak and the neighbouring areas. They aim to make sure that residents know about local antenatal and postnatal services and feel happy to come to them with ideas for new services they might like to see.

Maternity Champions are trained volunteers who are able to help new parents from pregnancy and into the first year of the child's life.

They work closely with midwives, health visitors and Children's Centre workers to increase the uptake of ante and postnatal services, guide and support new parents and encourage parents to form social groups and to support each other.

Maternity Champion volunteer Tess Coen received an Outstanding Contribution award at the Community Champions Annual Conference. Contributing an incredible 200 hours of volunteer time over a one year period.

Tess said "I love working with and helping mothers and babies. It is the most rewarding experience".

If you live on Old Oak Estate or in the surrounding neighbourhood you can join up as a Maternity Champion volunteer.

Find out more on the website. 🏠 [More](#). Story End.

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### **New Story: Celebrating a Year of 'Keeping Well'**

The 1<sup>st</sup> of June marks one year since the Keeping Well staff support service for North West London launched during the Covid-19 pandemic.

The Keeping Well service was one of the first staff resilience hubs to be set up in England as an immediate response to the pandemic.

They provide psychological support for staff working in the NHS, social care, ambulance service, volunteers and any other staff providing care to others in the community in the North West London area (this covers Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea and Westminster boroughs).

Over the past year the service has helped support over 1,000 individuals with their wellbeing, the pandemic has been very challenging especially for those working in health and social care.

You can live chat with a wellbeing professional on the Keeping Well website.

There are also a number of different resources and self-help materials available via the resources section. [➡ More](#)

Stay informed with all Keeping Well updates by following on Twitter, Instagram and Facebook (search '@KeepingWellNWL'). Story End.

### **New Story: 'Compassionate Communities' Funding**


Imperial College Healthcare NHS Trust and Imperial Health Charity have announced that 20 community organisations will receive up to £30,000 in funding to improve the health and wellbeing of people most affected by Covid-19 in North West London.

Imperial Health Charity has committed £360,000 for the joint 'Compassionate Communities' initiative to help local organisations address some of the barriers that prevent the most vulnerable members of the community access health care.

The chosen projects all work with people who experience health inequality and some of the complex, longer-term impacts of Covid-19. The projects will also receive advice and support to help them maximise the impact of their work and make their projects more sustainable.

Dr Bob Klaber, director of strategy, research and innovation says "The Covid-19 pandemic hasn't just affected our hospitals, it's had wide ranging effects on our local communities as well, exacerbating health inequalities.



We serve some of the poorest communities in London and, by offering support to groups who have a strong understanding of the needs of their community, we can help to address head-on some of the most pressing issues affecting people's health in North West London, including food poverty, poor mental health and digital exclusion.”  [More](#). Story End.

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### New Story: Diabetes Prevention Programme

Humza Fazli, Engagement Officer for the North West London area writes:

“I've been working at Xyla Health & Wellbeing for over 1 year, delivering the NHS Diabetes Prevention Programme alongside my engagement officer role and completing my MSc in Chronic Disease Management. I also have a strong interest in chronic disease and behaviour change based research. I'm due to publish my first journal article this year.

#### Overview

The NDPP stands for the NHS Diabetes Prevention Programme. The program is 9 months long and offers a mixture of 1-1 and group sessions focused on nutrition and physical activity. During each session, we provide you with the knowledge, skills and tools needed to make healthier lifestyle changes at each session.

We also support you to set goals which are specific to your own health with our team of trained health and wellbeing coaches. Over the course of the program, there are 13 sessions to attend. For the first 6 sessions these will be once a fortnight and then the following sessions take place once a month.

We will cover a number of different topics over the course of the 9 months, such as portion sizes, understanding carbohydrates, the different types of physical activity, how we can change our habits, stress, mindful eating and even sleep.

#### Programme Accessibility

It's imperative that all our service users get adequate access to the NHS Diabetes Prevention Program.

That's why we've implemented measures that ensure access to individuals from all backgrounds and disability.

This includes culturally appropriate food choices, considering religious festivities, mobility concerns and more.

### **Referrals**

To find out if you may be at risk of developing Type 2 Diabetes, you can complete the 'know your risk' tool online. [➡ More](#)

### **Language Groups**

The NHS Diabetes Prevention Programme considers individuals from all backgrounds, which is why we've implemented other language-based group sessions.

This means we deliver sessions in a number of different languages! Including Urdu, Punjabi, Hindi, Arabic, Farsi, Somali, Polish, Tamil, Cantonese, Spanish and more!"

If you have any feedback, please feel free to contact the Patient Services team on 0333 577 3010. Story End.

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#### **New Story: Tech4Kids Appeal to Close the Digital Divide**

The Mayor of Hammersmith & Fulham, Cllr PJ Murphy, has named the community-led Tech4Kids appeal as one of his official charities to support this year.

Local charity UNITED in Hammersmith & Fulham is raising funds for Tech4Kids, which runs in partnership with local tech social enterprise Ready Tech Go and Hammersmith & Fulham Council. All the money raised will ensure that local children and young people in need get vital devices and data they require to catch up with their schoolwork.

"The Covid crisis has really brought to the fore the importance of technology for some of our more disadvantaged people in the community," Cllr Murphy said.

"If pupils don't have the devices from the start, they'll lose out. So, it's really important that everybody has access to technology. It would be fantastic if you could get involved and support us." Tech4Kids aims

to get 1,500 local children and young people laptops and internet connection.

Many are living in poverty and have been identified through local head teachers as being most at risk of missing out on learning opportunities due to their life circumstances.

Find more on the Council website. [👉 More](#). Story End.

### **New Story: The Hammersmith ‘Grow Well’ Scheme**

A fun project combining gardening, cooking and crafts is set to launch soon to help improve mental health and wellbeing for those most affected during the Covid-19 pandemic.

The new ‘Grow Well’ scheme from local charity Hammersmith Community Gardens Association (HCGA) aims to bring together locals of all ages for ‘flexible’ weekly volunteering sessions in Ravenscourt Park, says the charity’s operations manager Katie Shaw.

“Since the start of the pandemic, we’ve had so many more requests for volunteering - especially more flexible volunteering,” explains Katie. “People might have been furloughed, or made redundant, or have been in social isolation struggling with mental health and wellbeing.”

The Hammersmith Community Gardens Association, which is financially supported by Hammersmith & Fulham Council - was awarded £10,000 from Imperial Health Charity to run the year-long scheme, which kicks off on Saturday 15<sup>th</sup> June.

Based at Ravenscourt Glasshouses in Ravenscourt Park, the project is due to run at 10am to noon and 1pm to 3pm each Tuesday, for up to 10 volunteers at each session.

Find more on the Council website. [👉 More](#). Story End.

This is the end of the newsletter. Thankyou for listening!

For more information about this newsletter contact the office:

Phone 020 3886 0386 or email [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk)