

---

Welcome to the first issue of Healthwatch Harrow News. This regular newsletter will keep you up-to-date with all the developments of your new organisation.

---

## Chairman's message

“Healthwatch Harrow is your new independent consumer champion for health and social care in the Borough.

“We will help to shape and improve local health and social care in our community. We will strive to ensure that patients and users of health and social care and the wider local public's views are heard loud and clear by those who plan, run and regulate health and social care provision in the Borough.

“Healthwatch Harrow is part of a 152 strong national network set up with independent statutory powers to act on behalf of both adults and children. Healthwatch Harrow is funded by Harrow Council and is led and managed by Harrow in Business (HiB) your 30-year-old social enterprise agency that helps to start, fund and grow local businesses, social enterprises, voluntary and community organisations.

“We operate a hub and spokes model. The hub is based at HiB Offices in Stanmore and will act as the one stop, information, access and contact point. The spokes are our many voluntary and community sector partners and providers across the Borough.

*“We will help to shape and improve local health and social care in our community”*

Ash Verma

“I look forward to hearing from you and working with you over the coming weeks and months and long after to ensure we have real local input into Harrow's health and social care services.”

**Ash Verma, Chairman of HiB and Interim Chairman of Healthwatch Harrow**



## Healthwatch England

The Healthwatch network went live on 1 April 2013. To launch the new network of consumer champions, Healthwatch England hosted a series of five simultaneous events across the country in London, Birmingham, Manchester, Taunton and Leeds - on 11 April 2013.

There is a new advertisement for Healthwatch which you can watch on YouTube <http://youtu.be/Xf2M0aWfuL4>



**Jeremy Hunt, Secretary of State**, said: "The Healthwatch network will play an important role in championing the voice of the consumer. We look forward to them making progress on the ground, helping people's voices be heard and turning them into action. ..."

For more information please visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Healthwatch Harrow Governance

Harrow in Business (HiB) is responsible for the overall stewardship, performance, marketing and promotion of Healthwatch Harrow. A Stakeholder Consortium Delivery Board which will meet every quarter is being established and will:

- Approve and monitor the Healthwatch Harrow Work Plan;
- Approve and monitor the Community Engagement Plan (CEP);
- Provide professional health and social care knowledge, experience and expertise;
- Share and disseminate information to users, stakeholders and partners;
- Promote and add value to the Marketing and Communication Plan by, for example, linkages with your websites; participation at appropriate/bespoke organised events;
- Champion Healthwatch Harrow.

We have formed a consortium of partners from the local voluntary, community, health and social care, business and education sectors to give a local voice to children, young people and adults who use health and social care provision in the Borough. We're delighted to combine our expertise with the first members of the Healthwatch Harrow Consortium Delivery Board which includes Age UK Harrow; Harrow Mencap; Harrow Mind; Harrow Association of Disabled people (HAD); Harrow Carers; Harrow College; Carramea, Kids Can Achieve (KCA) and other partners.

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889  
[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

We are developing a recruitment and selection process for strengthening the Delivery Board and will be inviting applications from local people and organisations who are passionate about local health and social care services and want to be involved in shaping and influencing these in the Borough. We will outline this in our next newsletter, including plans to appoint an Independent Chair by September 2013.

## A word from our partners

Our partner organisations play a vital role in the Healthwatch Harrow mission and here's what just some of them had to say about the launch and the work ahead:

**“Mind in Harrow** is a committed partner to Healthwatch Harrow, a very important new champion for 1 in 4 Harrow residents who experience mental health problems as well as those who may care for them.”

Mark Gillham, Chief Executive, Mind in Harrow



**“Harrow Mencap** is excited to be involved in this unique partnership, which includes the local voluntary, community, education and business sectors to ensure that the citizens of Harrow are at the heart of the development of their health and social care services. This partnership with its range of networks and years of experience of responding to Harrow residents' needs is well placed to enable Healthwatch Harrow to be an effective consumer champion.”

Deven Pillay, Chief Executive, Harrow Mencap



“Age UK Harrow is pleased to be a partner in Healthwatch as it sees it being the voice for the many older people in Harrow in shaping the health and social care services provided by all in a changing, challenging and uncertain environment that we find ourselves.”  
Avani Modasia, Chief Executive, Age UK Harrow



“Harrow Association of Disabled People (HAD) is delighted to be part of a local consortium of partners who are committed to representing the needs of people they work with in delivering Healthwatch for Harrow.

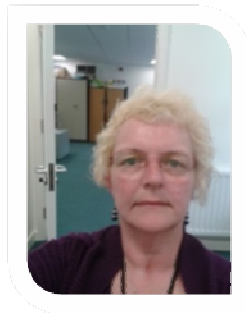
“Some disabled people have specific access needs to healthcare which are very often not addressed well enough, and our participation will allow the voice of local disabled people to be better heard.”  
Angela Dias, Chief Executive, HAD



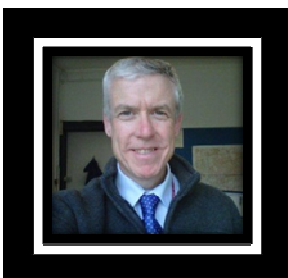
"Carramea fully supports Harrow Healthwatch and will endeavour with its partners to create a service which will benefit the whole community in Harrow."  
Tony O'Hara, Carramea Co-ordinator



"Kids Can Achieve is pleased to be associated with Healthwatch Harrow and looks forward to ensuring that every child is given the best start in life."  
Julie Browne, Chief Executive, Kids Can Achieve



"Harrow College is delighted to be working with Healthwatch Harrow. It is undoubtedly an initiative that will have a very positive impact on the health and social care needs of Harrow residents."  
Steven Porter, Head of Development, Enterprise and Innovation, Harrow College



"This is a very exciting opportunity for Harrow's voluntary and community sector to show how Healthwatch Harrow can really support people in the community."

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT

Tel 020 3432 2889

info@healthwatchharrow.co.uk

www.healthwatchharrow.co.uk

Mike Coker, Chief Executive, Harrow Carers



## Healthwatch Harrow team

**Ash Verma** is Chairman of HiB and Interim Chairman of Healthwatch Harrow, who will lead the overall governance, marketing and communication and performance of Healthwatch Harrow. Ash is a social entrepreneur, businessman and former senior British Civil Servant. He was included in the first ever publication of the Asian Power 100 in September 2005 and again in September 2007 as one of a select number of key influencers on Asian affairs in the UK for his overall contribution to regeneration, entrepreneurship, economic development and international trade.

**Rhona Denness** is the Programmes Director at HIB and is responsible for co-ordinating business initiatives and linking these to community engagement and outreach as part of capacity building for local voluntary and community sector organisations. Rhona has a mix of private and public sector experience, especially customer relations, project development and management and communication and media applications.

**Jaswant Gohil** is the Director of Healthwatch Harrow and was the Development Manager at Harrow LINK. Jaswant has some 30 years experience of working in the public sector, the last ten in the voluntary, health and community sector. His role is to support the HiB Chairman and the Delivery Board by providing information, reports and advice on how to help to improve and shape health and social care provision through community engagement activities.

**Antonetta Fernandes** is the Information and Communication Officer and is responsible for producing regular newsletters, community engagement and outreach activities, including stakeholder and consumer feedback. Antonetta has extensive experience and knowledge

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT

Tel 020 3432 2889

info@healthwatchharrow.co.uk

www.healthwatchharrow.co.uk

of modern IT and social media applications gained over 30 years of experience across the private, public, voluntary and community sectors.

**Jenny Boxall** is the Enterprise Support Officer and has been with HiB for 10 years. Jenny is an experienced events and workshops organiser and co-ordinator and will support the various local health and social care events, conferences and activities led by Healthwatch Harrow, including customer feedback.

## How you can take part

Harrow has a diverse population, with almost half from black and minority ethnic (BAME) communities, features a minimum of 137 languages spoken and has the most amount of faiths celebrated in England and Wales.

Health and social care of our local people and communities is vital to our Borough. Bringing business and communities together through Healthwatch Harrow will be an important part of all our plans, aspirations and activities over the coming years.

To ensure everyone in Harrow who wants to take part in the conversation about using and improving the Borough's health and social care facilities, Healthwatch Harrow has a number of ways for getting in touch and sharing news.

There will be face-to-face meetings, focus groups and organised events, paper and telephone surveys as well as a digital dialogue to ensure everyone can have their say. To find out more about Healthwatch Harrow:

Telephone: **020 3432 2889**

Website: [www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

Twitter: <https://twitter.com/HealthwatchHarr>

Facebook: <https://www.facebook.com/HealthwatchHarrow>

## Local health news

### Health and Children's Advocacy

The Healthwatch Advocacy service to look into NHS complaints, which started in April, has two parts: Health Advocacy and Children's Advocacy. Angela Dias, Chief Executive, of HAD said: "We will work closely with adults in Harrow to help them resolve their health complaints, and will also support children, who would like help to deal with social care meetings or issues. Healthwatch Advocacy is also a consortium of local organisations, led

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT

Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

by HAD, and including Harrow Mencap, Kids Can Achieve and Age UK Harrow. We will be working closely with Healthwatch to pick up patterns of concerns.”

Ash Verma, Chairman of HiB and Interim Chairman of Healthwatch Harrow, said “We look forward to working with the Advocacy Consortium to ensure that there is regular dialogue and action on complaints, and that these are investigated and resolved, quickly and effectively.”



--

**The Royal National Orthopaedic Hospital (RNOH) in Stanmore** was given the go-ahead for its redevelopment and site transformation plan in March by Harrow Council.

Rob Hurd, RNOH Chief Executive, said; “This is a great day for the Trust and all our patients and staff. These plans have been talked about for more than 30 years so we are delighted to see them finally get the green light. We are extremely proud of our reputation as a world-class provider of specialist orthopaedic and musculo-skeletal care and wanted to do everything we could to preserve this.”

The plans will create new state of the art facilities that will be fit for modern day clinical practice including:

- New wards, imaging and ancillary clinical services
- New multi-storey car park providing improved access for patients and hospital visitors
- New hospital buildings including ‘home away from home’ accommodation unit for parents and children
- New private patients unit
- New staff accommodation block
- Residential units



--

**Message from David McVittie, Chief Executive of the North West London Hospitals NHS Trust**

“In my many years of working in the NHS some of the things that have remained constant are the values that drive our staff and our partners, such as Healthwatch, in ensuring

---

**Healthwatch Harrow**

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)



that, together, we deliver the best possible care for people in Harrow, Brent and elsewhere.

“When I joined the Trust as Chief Executive in July 2012, I was immediately impressed by the dedication of staff striving to do the right thing at our three hospitals, Central Middlesex, Northwick Park and St Mark’s.

“This has obviously paid off, as our performance in the latest national NHS inpatient survey is the best we have ever had. Alongside this, 92% of patients say they would recommend our wards and emergency departments to their families and friends

“However, I would like to say sorry for the things that have not gone right in the past year, especially the long waits that a number of people experienced in the Emergency Department at Northwick Park. It was a huge disappointment not to meet the target of 95 per cent of patients waiting no longer than four hours in our Emergency Departments in 2012/13. We have seen a 10 per cent increase every year for the past three years in the numbers of patients arriving at the Northwick Park Emergency Department, including a lot more arriving by ambulance.

“We have set up a project board to improve our performance significantly this year by increasing capacity and working with clinical teams to change systems and processes, in partnership with our local Clinical Commissioning Groups.

“An exciting part of this work will be the opening of our new and revamped operating theatres later this year, and a brand new Emergency Department next year - both at Northwick Park. We will also be opening more beds at our hospitals and moving more non-emergency services to Central Middlesex. In the year ahead we will work hard to learn from our mistakes and improve in the areas in which we fell short, with the help of Healthwatch Harrow and its members. I look forward to a mutually beneficial relationship in the years ahead.”

- The **North West London Hospitals NHS Trust** has been named one of the 40 Top Hospitals in the country for 2013 by CHKS Ltd, an independent provider of healthcare intelligence and quality improvement services to the NHS. It is based on an evaluation of 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

David McVittie, Chief Executive of the Trust, said: “What we have achieved, along with the other top 40 hospitals, is a high level of performance across all the indicators. That demonstrates to us and our local residents that our hospitals are well managed and focused on the needs of our patients. This award is a tribute to the hard work of each and every one of our staff and we are very proud to receive it on their behalf.”

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

- **Moorfields Eye Clinic** - opening ceremony was held on 22<sup>nd</sup> May at the NWLHT site (Northwick Park Hospital). The event was well attended. Currently cataract clinics are run three times a week but there are plans to extend them further. Moorfields has had a presence in Harrow since 1992 and local people will definitely benefit further from the modernisation.

--

In other award news the **Macmillan Information and Support Centre at The North West London Hospitals NHS Trust** has been awarded a mark of excellence following a thorough assessment. The Macmillan Quality Environment Mark (QEM) recognises patients who have cancer treatment at Central Middlesex, St Mark's and Northwick Park Hospitals, are receiving help and care in consistently high-quality environments.

It acknowledges that the service:

- is welcoming and accessible to all;
- respects privacy and dignity;
- supports comfort and wellbeing;
- gives choice and personal control; and
- listens to the voices of those affected by cancer.

Carole Flowers, Director of Nursing at the Trust, said: "A lot of hard work and effort has gone into our cancer services, so it is a great honour to know that we are making a difference to the quality of treatment and care received by our patients."

--



One more piece of good local awards news - a medical team specialising in helping stroke victims has won a prestigious award. The stroke team at Northwick Park Hospital were crowned the UK's Clinical Leadership Team of the year, at the British Medical Journal awards for their vision, hard work and tenacity in building and operating our hyperacute stroke unit (HASU) at the hospital.

---

## Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)



Dr David Cohen, clinical lead for the stroke unit said: “We are thrilled to have won this award. This is a national award and medical teams from across the whole country entered. For us to win, puts us right at the top of our profession. It has taken a lot of work to build our stroke unit and we are very proud of it.”

--

An awareness event on 13 May to help improve accessibility for deaf people in the borough has been hailed a great success. **The Harrow Deaf Awareness Day** was organised by the Harrow Asian Deaf Club (HADC) and hosted by Harrow Borough council at the civic centre.

The event featured talks and discussion groups to talk about accessibility of services for deaf people and their families in the borough.

Club President, Asif Iqbal MBE told the Harrow Times: "I think this has been a really successful day and is a great opportunity for deaf people to find out about the services available to them. It is also a chance for services providers to talk to deaf people and find out how they can improve."

Asif Iqbal, was buoyed by other good news, coming 103rd in the list of the 150 most influential disabled people in the country, compiled by Disability News Services.

His club supports people in the borough with hearing conditions and also offers help to young people with their education, from school to university.



He told the Harrow Times at the end of April: “Honestly I did not expect to see my name on the list, which also include Baroness Tanni Grey-Thompson and Professor Stephen Hawking. They are far more well-known and I am just a newcomer by comparison.”

## National health news

### CQC takes on regulation of GP providers

#### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

From 1 April 2013, NHS GP providers in England are regulated by the Care Quality Commission (CQC) for the first time. Changes to regulations mean primary medical care services including GP providers are required to register with the CQC.

## NHS changes

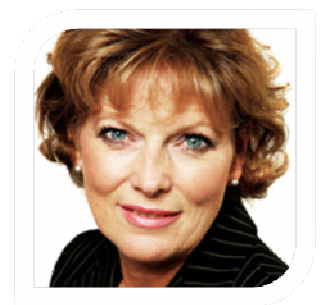
The NHS is undergoing major changes in its core structure. Most of the changes took effect on 1 April 2013, though some were in place before then. It will be some time before all the changes are fully implemented. Details are available here: <http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx>

## DLA claimants to be reassessed after 2015

Most people who currently get Disability Living Allowance (DLA) will not be affected by the changeover to the Personal Independence Payment (PIP) until 2015 or later, the Department of Health (DH) has stressed, although the official switchover took place on 8 April 2013.

## Help for the homeless

Public Health Minister Anna Soubry announced £10 million in funding on 13 May to help homeless people get back on their feet once they are discharged from hospital. This intermediate support and care is aimed at reducing NHS costs and the 'revolving door' admissions that result at the moment from homeless people's health and housing problems not being adequately addressed after treatment.



## Time to be 'tick aware'

Public Health England (PHE) is reminding people to be 'tick aware' this summer by launching new leaflets advising how to prevent tick bites and the risk of contracting Lyme disease. The leaflets are available on PHE's website <http://www.hpa.org.uk/> and will be shared with outdoor and leisure activity organisations who can share with their members.

## Novel coronavirus

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889  
[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

Public Health England (PHE) continues to keep its information and advice under review on the novel coronavirus new respiratory illness, similar to the Sars virus, which has killed two people in the UK. Although there are new cases in Saudi Arabia and in France, there have been no new cases of novel coronavirus in the UK since February and therefore there is currently no change to PHE's previous advice.

## Tackling asthma

A new tool has been launched by Public Health England's INHALE, a website set up to provide data on lung conditions in England. In England today 1 in 14 people have asthma. Despite this, considerable variation in care quality exists that results in major differences in the way patients are diagnosed and treated.

It is crucial that respiratory services are commissioned on the basis of need and that commissioning decisions are based on robust, reliable information. This new tool pulls together national asthma data into a single source for the first time at <http://www.inhale.nhs.uk/think-pieces/commentary/asthma-data-tool-release.htm>

## Plans to join up health and social care

In the first ever system-wide 'shared commitment', 12 of the national leaders of health and care have signed up to a series of commitments on how they will help local areas integrate services, which was announced by Care and Support Minister Norman Lamb on 14 May.

'Integrated care and support: our shared commitment' sets out how local areas can use existing structures like Health and Wellbeing Boards to bring together local authorities, the NHS, social care providers, education, housing services, public health and others to make further steps towards integration. The plans will be delivered by national leaders and local areas working closely together, which naturally involves Healthwatch Harrow, underlining the importance of our work to feed local views into service provision.



## Progress on dementia

The Dementia Challenge champion groups produced a report in May on their progress since the challenge was launched in March 2012. The Dementia Challenge report describes achievements in: driving improvements in health and care, creating dementia friendly communities and better research. It also identifies shared themes across the work of the 3 champion groups, reflects on what they have learnt so far, and sets out how they will work together to sustain and accelerate progress.

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889

[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

Secretary of State for Health Jeremy Hunt has also announced that NHS England has set the first-ever national ambition to improve dementia diagnosis rates. The plans aim to see two-thirds of people with dementia identified and given appropriate support by 2015, an increase from 39% in 2010 and the current average of about 45%.

In a separate announcement on 17 May, Mr Hunt unveiled a new £260 million fund for hospitals to help improve patient safety. This fund will be used to increase the use of technology which will help stop drugs being prescribed incorrectly because patients' notes have been lost. It will also make a patient's journey through different parts of the NHS much safer, because their records can follow them electronically wherever they go.



## Children and Young People's Health

The Children and Young People's Health Outcomes Forum has published its independent report on recommendations to improve children and young people's health. This report, along with supporting documents, sets out the Forum's proposals on improving health-related care for children and young people and can be read here: <http://bit.ly/18L81gB>

## Dates for your diary

7 June - **Carers Revival event** at St. Peter's Church for more information please contact Allie Brice 020 8901 2680 [allison.brice@harrow.gov.uk](mailto:allison.brice@harrow.gov.uk)

10 to 16 June - **National Carers Week**. For local events please contact Harrow Carers on 020 8868 5224 [www.harrowcarers.org](http://www.harrowcarers.org)

12 June - **NHS complaints procedures focus group** of patient and carers experiences in London - Venue to be confirmed. To reserve a place or places, contact Sandra van der Feen: [sandra@lvsc.org.uk](mailto:sandra@lvsc.org.uk) or 020 7832 5812

30 June - Healthwatch Harrow will be at the **Under One Sky 2013** community event at Byron Park, Wealdstone, Harrow HA3 7RF, so please come and visit us [www.facebook.com/UnderOneSky2013](http://www.facebook.com/UnderOneSky2013)

## That's all folks...

And so we come to the end of our launch issue of Healthwatch Harrow News. We will be back in June/July and we look forward to hearing what you think of the publication in the meantime.

---

### Healthwatch Harrow

HiB Advice Centre, Stanmore Place, Howard Road, Stanmore, Middlesex HA7 1BT  
Tel 020 3432 2889  
[info@healthwatchharrow.co.uk](mailto:info@healthwatchharrow.co.uk)

[www.healthwatchharrow.co.uk](http://www.healthwatchharrow.co.uk)

If you have any potential contributions or diary dates for future issues, we would welcome those via our email or postal address at the foot of the page.

Thanks for reading and feel free to share this publication with others you think may find it of interest!